



April 16, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk / Executive Director
South Carolina Public Service Commission
100 Executive Center Drive
Suite 100
Columbia, SC 29210

Dear Ms. Boyd:

Blue Granite Water Company (the "Company" or "Blue Granite") files this letter to inform the South Carolina Public Service Commission ("PSC" or "the Commission") that the Company recently discovered meter read failures on the part of an employee of our third-party contractor, Clearwater Solutions. Upon identifying the issue, Blue Granite took immediate action to investigate the extent of the impact within our customer base. Our screening of the system revealed 450 accounts—or 1.6% of the Company's customers—that warranted further investigation. The Company then supplemented the contract employees in the area with operations staff members from the Upstate and North Carolina in order to re-read each affected meter. Using these verified readings, adjustments were made to the accounts in order to accurately reflect consumption.

In consultation with the Office of Regulatory Staff ("ORS"), the Company has developed and implemented a plan to address this issue moving forward so as to further mitigate the possibility of recurrence. This plan includes the random testing of individual meters throughout the region to verify read accuracy, more stringent monitoring of any third-party contract employees working for the Company via monthly reports, and more stringent internal reviews of the data Blue Granite can generate each month as customers pay bills.

As Blue Granite continues to work through this issue, we have sent voice alerts and email messages to our affected customers to let them know that there will be no disconnections or suspensions of service for non-payment until June 1, 2021. Also, for any customers needing assistance, the Company has offered both short- and long-term payment arrangements as needed by customers. We will continue to encourage customers with questions to contact our Customer Experience Team.

Please contact me if you have any questions or need additional information concerning this issue.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah S. Clark".

Deborah S. Clark
Communications and Community Engagement Manager
deb.clark@corixgroup.com